

CLAIMS

- 1 1. A method for automatically restricting access to a casino gaming machine,
2 the method comprising:
3 storing in a customer account an indication that the customer's gaming
4 activity should be restricted;
5 receiving electronically at the casino an indication that the customer is
6 attempting to use a gaming machine at the casino; and
7 electronically preventing the gaming machine from being played by the
8 customer.
- 1 2. The method of claim 1 further comprising notifying an employee of the
2 casino that the customer is attempting to use the gaming machine.
- 1 3. The method of claim 2 wherein notifying the employee of the casino that
2 the customer is attempting to use the gaming machine further includes notifying the
3 employee of the location of the gaming machine.
- 1 4. A method for automatically restricting access to gaming machines at a
2 plurality of casinos, the method comprising:
3 at a first casino, storing in a customer account an indication that the
4 customer's gaming activity should be restricted at the casino;
5 at a second casino, receiving electronically an indication that the customer is
6 attempting to use a gaming machine located at the second casino; and
7 electronically preventing the gaming machine from being played by the
8 customer.

1 5. The method of claim 1 or 4 wherein storing the indication that the
2 customer's gaming activity should be restricted further comprises storing a log entry
3 in the customer account, the entry including details of the restriction.

1 6. The method of claim 5 wherein the details of the restriction include a
2 reason for the restriction.

1 7. The method of claim 5 wherein the details of the restriction include an
2 extent of the restriction.

1 8. The method of claim 5 wherein the details of the restriction include a
2 period of the restriction.

1 9. The method of claim 1 or 4 wherein electronically receiving the indication
2 further comprises:
3 receiving a card-in indication from a gaming machine, the card-in indication
4 including a customer account identifier;
5 retrieving the customer account identified by the customer account identifier;
6 and
7 determining from the retrieved customer account that the customer's gaming
8 activity should be restricted.

1 10. The method of claim 1 or 4 wherein the indication that the customer
2 should be excluded from the casino further indicates that the exclusion is voluntary.

1 11. The method of claim 1 or 4 wherein the indication that the customer
2 should be excluded from the casino further indicates that the exclusion is
3 involuntary.

1 12. The method of claim 1 or 4 wherein the restricted gaming activity
2 includes obtaining credit.

1 13. The method of claim 1 or 4 wherein the restricted gaming activity
2 includes cashing a check.

1 14. The method of claim 1 or 4 wherein the restricted gaming activity
2 includes using a gaming machine.

1 15. The method of claim 1 or 4 wherein the restricted gaming activity
2 includes playing a table game.

1 16. The method of claim 1 or 4 wherein the restricted gaming activity
2 includes accruing comps.

1 17. The method of claim 1 or 4 further wherein storing the indication that the
2 customer's gaming activity should be restricted further comprises storing an
3 indication that the customer should not receive marketing materials.

1 18. The method of claim 4 further comprising notifying an employee of the
2 second casino that the customer is attempting to use the gaming machine.

1 19. The method of claim 18 wherein notifying the employee of the second
2 casino that the customer is attempting to use the gaming machine further includes
3 notifying the employee of the location of the gaming machine.

1 20. A computer program product for automatically restricting access to a
2 casino, the casino having a plurality of gaming machines, the computer program
3 product including a computer-readable medium having computer program code for
4 performing the operations of:

5 storing in a customer account an indication that the customer's gaming
6 activity should be restricted;
7 receiving electronically at the casino an indication that the customer is
8 attempting to use a gaming machine at the casino; and
9 electronically preventing the gaming machine from being played by the
10 customer.

1 21. A computer program product for automatically restricting access to a
2 casino gaming machine, the computer program product including a computer-
3 readable medium having computer program code for performing the operations of:

4 at a first casino, storing in a customer account an indication that the
5 customer's gaming activity should be restricted at the casino;
6 at a second casino, receiving electronically an indication that the customer is
7 attempting to use a gaming machine located at the second casino; and
8 electronically preventing the gaming machine from being played by the
9 customer.